



Date

Company

Telephone/email

Account number

Contact Name

As part of our ongoing ISO certification we are required to monitor and record customer satisfaction levels. We kindly request that you help us to improve our service to you by rating us using the form below. Please rest assured that this information will be confidential and only used internally. We will not share your contact details.

PLEASE RATE US!

5 ← → 1
 (always/most/maximum/best/excellent) (never/least/minimum/worst/poor)

| | Rate | | | | |
|--|------|---|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| How quickly do we answer your calls? | | | | | |
| How often do we deal with your enquiry first time? | | | | | |
| How knowledgeable would you say our staff are? | | | | | |
| Our Telephone Staff - overall rating | | | | | |
| How knowledgeable would you say our field representatives are? | | | | | |
| How punctual are they? | | | | | |
| Do they visit you enough? | | | | | |
| How often do they understand your needs first time? | | | | | |
| Field Sales overall rating | | | | | |
| How often do you find what you need in our product range? | | | | | |
| How often do you buy our branded products? | | | | | |
| How often do we get you your order in time? | | | | | |
| How accurate are our lead times on "out of stock" items? | | | | | |
| Product & stock overall rating | | | | | |
| How well do we understand your issues? | | | | | |
| How well do we resolve issues overall? | | | | | |
| How would you rate the speed with which your issues are dealt? | | | | | |
| How clear is our returns procedure? | | | | | |
| Please rate your returns procedure experience | | | | | |
| Complaints, queries, returns - overall rating | | | | | |
| How often do you use our website www.dun-bri.com to order? | | | | | |
| How easy is it to use ? | | | | | |
| What do you think of the layout and stock ordering system? | | | | | |
| What do you think of the delivery times? | | | | | |
| How likely are you to use it again? | | | | | |
| Online Order System rating overall | | | | | |

Customer comments

(List any improvements we could make in service, additional info required, product suggestions and other ideas you'd like us to consider)